

Inside

**National Ombudsman
Hearing Held in
Boston in July**

**SBAExpress Training
Offered in September**

Page 2

**SBA CDC/504 Loan
Program Heading for
Another Record Year**

**Massachusetts SBDC
Trains Business
Executives in
International Trade**

Page 3

**Western MA SCORE
Northern Tier
Initiative**

**SBA Accepting Small
Business Week 2007
Nominations**

Page 4

Steven C. Preston Named 22nd SBA Administrator

Steven C. Preston was sworn in as SBA Administrator on July 10, 2006. Preston is a former business executive with broad experience in financial management and executive leadership. He is the 22nd Administrator of the SBA since the agency was established in 1953.

He was confirmed by the U.S. Senate by unanimous consent on June 29. The Senate Committee on Small Business and Entrepreneurship had unanimously recommended Preston's confirmation earlier in the day.

During his confirmation hearing on June 21, Preston emphasized the importance of sophisticated financial management, operational responsiveness and a customer service culture at the SBA. "None of this happens by accident," he said. "It requires dogged focus to move the ball forward each and every day."

Until recently, Preston was executive vice president of The ServiceMaster Company, a major franchising organization with thousands of small businesses in its network. Preston also had served as chief financial officer. He previously had been senior vice president and treasurer of First Data Corporation, and an investment banker at Lehman Brothers.

Preston graduated with Highest Distinction from Northwestern University with a political science degree, and received an MBA from the University Of Chicago Graduate School Of Business. He also has studied at the Ludwig-Maximilians-Universität in Munich, Germany.



Granite State Development Corp. Increases 504 Volume



Left to right: Alan B. Abraham, president, Granite State Development, Charles E. Summers, Jr., SBA New England Regional Administrator, Robert Nelson, SBA Springfield Branch Manager, Scott Gardiner, executive vice president, Granite State Development (See chart on page 3.)

SBA National Ombudsman Hears Testimony in Boston

SBA's READY – SET – GO Community Workshops

Learn about SBA's programs & services.

8/16 & 9/20:
CareerWorks,
Brockton, 2 – 4 p.m.
Call 508-513-3400.

8/22 & 9/26: O'Neill
Federal Building,
Boston, 10 – 11:30 a.m.
Contact Christine Carter
at 617-565-5560.

8/24: Greater **Lowell**
Chamber of Commerce,
10 a.m. – 12 noon. Call
Lisa Gonzales Welch at
617-565-5588.

8/24 & 9/28:
Plymouth Career
Center, 10 a.m. – 12
noon. Call 508-732-
5399 to register.

9/14: **Quincy** Career
Center, 1 – 3 p.m. Call
617-745-2000.

Overview of SBA's 8(a) Business Development Program

8/30 & 9/27: 10 – 11
a.m. Socially and
economically
disadvantaged firms can
learn about 8(a)
program benefits and
application procedures,
how to gain preference
for federal contracts,
access sole source
contract, and how to
become certified.
Contact Christine Carter
at 617-565-5560 to
register.



*Maurice L. Dubé, Massachusetts SBA Director (left) and Nicholas Owens
SBA National Ombudsman at July 14, 2006 Boston Hearing*

SBA's National Ombudsman Nicholas Owens and three New England board members heard eleven complaints at a Regulatory Fairness Hearing in Boston on July 14, 2006.

Established in 1996 as part of the Small Business and Agriculture Regulatory Enforcement Fairness Act, the Office of the National Ombudsman hears claims from small businesses, community organizations, and trade associations about unfair and excessive regulatory enforcement issues. According to a study by SBA's Office of Advocacy, federal regulations cost small businesses 67 percent more each year than big businesses. Mr. Owens will send the complaints to the appropriate federal agencies for high-level review.

Comments and concerns about federal enforcement actions can be addressed directly to SBA's Office of the National Ombudsman at 1-888-734-3247. For more information about the national ombudsman and this hearing, go to the National Ombudsman's Web site at www.sba.gov/ombudsman.

Get On Board the SBAExpress Training in Worcester on September 1

Learn how to grow your loan portfolio and find out why more than 90 percent of all Massachusetts SBA loans are now being done using SBAExpress, SBA's most popular and streamlined loan product. The Massachusetts SBA office will offer specialized training on SBAExpress in Worcester on Friday, September 1, 2006 from 9 a.m. until 12 noon.

If you're either an existing *Express* lender who needs a refresher course, or a prospective lender needing comprehensive instruction, this opportunity is for you. The training will include discussion of requirements and procedures for becoming an *Express* lender, the Community Express loan program, the Export Express loan program and ETRAN.

E-Tran is an SBA loan guaranty origination solution that leverages best-practice Internet technology to reduce the turnaround time on loan guaranty requests and provide the agency with high quality, timely data to support the management and oversight of its portfolio. E-tran is one component of an overall strategy to provide increased efficiency and decreased costs in the loan guaranty origination process.

Call Christine Carter at 617-565-5560 to register.

SBA CDC/504 Loans Heading for a Record Year

With three months remaining in SBA's fiscal year, loans made under the CDC/504 loan program have increased by 34%. Granite State Economic Development Corp. (photo on page 1) has shown the largest increase with Bay Colony and SEED Corp. showing significant increases respectively. The following is a chart comparing results for the nine months ending 6/30/05 and 6/30/06:

Certified Development Company	FY 05 Loans	FY 06 Loans	Inc./dec.
BAY COLONY DEVELOPMENT CORPORATION	37	49	+12
GRANITE STATE ECONOMIC DEVELOPMENT CORP.	13	35	+22
SOUTH EASTERN ECONOMIC DEVELOPMENT CORP.	24	33	+9
NEW ENGLAND CERTIFIED DEVELOPMENT CORP.	20	14	-6
WORCESTER BUSINESS DEVELOPMENT CORP.	7	4	-3
CAPE & ISLANDS COMMUNITY DEVELOPMENT, INC.	0	4	+4
SOUTH SHORE ECONOMIC DEVELOPMENT CORP.	6	3	-3
OCEAN STATE BUSINESS DEVELOPMENT AUTHORITY	1	3	+2

The Massachusetts Small Business Development Center Trains and Certifies Massachusetts Businesses and Executives in International Trade *Next Series Will be in Worcester in the Fall*

The Massachusetts Small Business Development Center has recently launched a highly successful initiative to train and certify Massachusetts businesses and executives in the field of international trade. The MSBDC's international specialty center, the Massachusetts Export Center, organized a 5-part comprehensive seminar series to help individuals prepare for the Certified Global Business Professional (CGBP) exam. The CGBP designation is the only nationally-recognized professional credential that demonstrates an individual's competency in international business. Sovereign Bank and UPS were corporate sponsors for the series.

The content of the seminar series was designed specifically to parallel the content of the exam while providing practical, real-world information on all aspects of international business. Speakers included Export Center representatives as well as international business executives from several Massachusetts companies. The Export Center's director, Paula Murphy, developed the program after passing the CGBP exam in January of 2006 and realizing that the credential could be of interest to the active international trade community in Massachusetts.

The Export Center's sold-out series, which was held in Boston during May and June of 2006, attracted individuals from companies throughout the state. The exam was held on June 17 at several locations throughout the country, including Boston. According to NASBITE, the national association responsible for the CGBP credential, the Export Center generated the largest exam participation in the U.S. Moreover, roughly 90% of the attendees from the Export Center's seminar series passed the exam (compared to a national pass rate of approximately 67%).

Julia Dvorko, the Export Center's Central Massachusetts Program Director, participated in the seminar series and set a new record for highest exam score nation-wide since the CGBP credential was established nearly two years ago. Julia will organize the next Certified Global Business Professional Series, which will be held in Worcester this fall.

"The Massachusetts Export Center has done an outstanding job. Paula Murphy organized a top-notch seminar series that achieved a very high pass rate for participants, and Julia Dvorko broke the record for highest score achieved on the exam. This demonstrates an excellent level of training and a high level of expertise in the business community," according to Jim Foley, NASBITE's national CGBP Director.

Further details on the upcoming CGBP seminar series in Worcester will be available shortly on the Massachusetts Export Center's web site: www.mass.gov/export.

***It's Your
Business
Volume VII
Number 6***

*A monthly publication by
the U.S. Small Business
Administration
Massachusetts District
Office
10 Causeway Street
Boston, MA 02222
617-565-5590
www.sba.gov/ma*

*District Director:
Maurice L. Dubé
Editor:
Joan M. Trudell*

Western Mass SCORE Northern Tier Initiative

A proposal to develop and expand entrepreneurial and small business services and support in the northern tier area of western Massachusetts was submitted for funding by SCORE Western Massachusetts and the Franklin County CDC. The proposal was requested by Congressman Olver's office and was submitted for funding as part of the SBA fiscal 2006 budget. Funding was provided in the budget and this initiative is now in the advanced planning stage with the help of additional partners, including the Massachusetts SBDC.

The primary goal of this initiative is to foster economic development in this region of Massachusetts. This is to be accomplished by offering specialized value-added services to established entrepreneurs and firms with strong growth potential, by addressing geographic service gaps and by expanding outreach to build awareness of services available to targeted enterprises. Some specifically targeted industries in this region include creative arts, light manufacturing, health services, ecotourism and renewable energy.

There are five major project components included in the initiative. One is a program to design and implement a business outreach strategy utilizing media, print materials, advertising, direct marketing, etc, with the objective of expanding knowledge and understanding of where and what business support services are available.

Another focus is the development of a website providing quick and easy access to tools and resources available to assist small business owners. Users will be directed to local and national resources and databases that can address the questions and needs they have identified. A third effort is to enhance the availability and use of those regional business assistance resources targeted on strengthening the business skills needed by entrepreneurs to manage and grow their business. This will be accomplished through collaboration with existing small business service providers to optimize the availability and use of their resources and programs.

A fourth focus is on youth entrepreneurship supporting the development of programs promoting a culture of entrepreneurship in the region with youth 16-21 years of age. The fifth program focus is on the development of new and more flexible financing programs supporting the growth of small businesses.

This effort is a major undertaking intended to strengthen the growth of entrepreneurship and small business in a region that has tremendous economic development potential, but needs management and business expertise to more effectively realize that potential.

Small Business Week 2007- Put Your Best Nomination Forward

Every year the federal government sets aside one week to honor and recognize small business owners and advocates. The SBA presents awards to the state winners throughout the nation and to the national winners in Washington, DC.

We need your help -- look at your small business portfolios and come up with successful companies that you feel would be likely candidates for Small Business Person of the Year, Small Business Exporter, Young Entrepreneur and Family-Owned Small Business of the Year. We are also looking for nominations for the following champion awards: Financial Services Champion, Women in Business Champion, Small Business Journalist, Veteran Small Business Champion and Home-based Business Champion.

There are two ways to submit nominations: (1) You can complete a nomination form and we will contact the business for a complete package, or (2) you can submit a complete package on behalf of your nominee. If you elect to send just the form, the deadline for submission is **November 3, 2006**. Complete packages are due by December 1, 2006.

Contact Joan Trudell at SBA at 617-565-5572 for more information.